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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
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EXAMINER

BRUCKART, BENJAMIN R

ART UNIT

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2146

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PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No. 09/823,678	Applicant(s) PAK, WAI H.	
	Examiner BENJAMIN R. BRUCKART	Art Unit 2146	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 22 July 2008.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 23-96 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 23-96 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 31 March 2001 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

Detailed Action

Status of Claims:

Claims 23-96 are pending in this Office Action.

Claims 1-22 and 97-98 remain cancelled.

Claim 99 is cancelled.

The 35 U.S.C. 101 rejections are withdrawn.

Response to Arguments

Applicant's arguments filed 7/22/08 have been fully considered but found not persuasive.

See arguments below.

Applicant's invention as claimed:

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

Claims 23-96 are rejected under 35 U.S.C. 103(a) as being unpatentable by U.S. Patent No. 6,772,216 by Ankireddipally et al (herein after "Ank") in view of U.S. Patent Publication No. 20010024497 by Campbell et al.

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Regarding claim 23, the Ank reference teaches a method of inter-module communication (Ank: col. 6, lines 49-55) comprising:

forming a message (Ank: col. 5, lines 2-5), wherein

said forming comprises

inserting customer relations management system information (Ank: col. 7, lines 1-17; col. 6, lines 41-46; the data) and other customer relations management system information into said message (Ank: col. 7, lines 1-17; message exchange semantics); and

configuring said message to be pushed from a customer relations management system by encoding at least a portion of said message in a markup language (Ank: col. 7, lines 1-17; message encoded in XML and transmitted Fig. 6),

said customer relations management system information comprises at least one of agent information and work item information (see next two limitations),

said agent information comprises information regarding an agent (Ank: col. 4, lines 62-65; protocol of the agent),

said work item information comprises information regarding a work item (Ank: col. 6, lines 14-21; format and standard),

said other customer relations management system information is other than said agent information and said work item information (Ank: col. 7, lines 1-17), and

said other customer relations management system information comprises at least one of a command, request, and a notification (Ank: col. 7, lines 1-17; message exchange semantics).

The Ank reference fails to teach channel drivers.

However, the Campbell reference teaches:

receiving incoming customer support requests at a communications server (Campbell: page 2, para 41), wherein said communication server receives said incoming customer support requests from a channel driver in communication with a communications channel (Campbell: page 2, para 41), and

causing said communications server to route said incoming customer support request as a work item to an assigned agent (Campbell: page 5, para 80, 82) in order to route customers to

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knowledgeable and available service agents for faster and more satisfactory processing of the request (Campbell: page 1, para 16-18)

It would have been obvious at the time of the invention to one of ordinary skill in the art to create the invention as taught by Ank to include routing messages as taught by Campbell in order to route customers to knowledgeable and available service agents for faster and more satisfactory processing of the request (Campbell: page 1, para 16-18).

Regarding claim 24, the method of claim 23, wherein

said notification comprises at least one of notification of an event and autonomously provided information (Ank: col. 7, lines 40-61).

Regarding claim 25, the method of claim 23, wherein

said customer relations management system information further comprises at least one of queuing information, statistical information, connection information (Ank: col. 16, lines 26-31; connection information) and rule information.

Regarding claim 26, the method of claim 23, further comprising:

communicating said message from a commerce server to a universal queuing system (Ank: col. 18, lines 43-57)

Regarding claim 27, the method of claim 23, wherein

said other customer relations management system information comprises said command, said command configured to cause a module receiving said message to perform an operation (Ank: col. 18, lines 58-67).

Regarding claim 28, the method of claim 23, wherein

said other customer relations management system information comprises said request, said request configured to cause a module receiving said message to reply with requested customer relations management system information (Ank: col. 7, lines 43-59; Fig. 6).

Regarding claim 29, the method of claim 23, wherein

said other customer relations management system information comprises said notification, said notification is generated by a module generating said message (Ank: col. 8, lines 44; col. 18, lines 34-39).

Regarding claim 30, the method of claim 23, wherein

said message defines a function, and
said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function (Ank: col. 18, lines 34-67).

Regarding claim 31, the method of claim 23, wherein

said agent-related function is one of an AgentLogin command, an AgentLogout command, an AgentInitAuxWork command, an AgentAllMediaAvailable command, a ChangeAgentMediaMode command, a ChangeAgentskill command, a RequestAgentstate request, a RequestAgentMediaMode request, a Requestsystemstate request, a RequestAgentWorkableList request, a RequestWorkItemAssignment request, a RequestAgentWorkItemList request, and a RequestAgentMediastate request (Ank: col. 18, lines 24-42).

Regarding claim 32, the method of claim 23, wherein

said work item-related function is one of an AddWorkItem command, a RequestWorkItemstatus request, an AcceptWorkItem command, a RejectWorkItem command, a CompleteWorkItem command, a WrapupWorkItemResponse command, a WrapcompleteWorkItem command, an HoldWorkItem command, an UnldoldWorkItem command, a BlindTransferWorkItemToAgent command, a TransferWorkItemToAgent command and a TransferWorkItem-roRoute command (Ank: col. 18, lines 24-58).

Regarding claim 33, the method of claim 23, wherein

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said statistics-related function is one of a SetchannelstatInterval command, a SetRoutestatInterval command, a StartAgentstat command, a StopAgentstat command and a Getsystemstatistics request (Ank: col. 7, lines 57-61).

Regarding claim 34, the method of claim 23, wherein said administrative function is one of a UQopenconnection command, a UQreopenconnection command, a UQinitRules command, a UQreplaceRules command and a UQdisconnect command (Ank: col. 3, lines 44-53).

Regarding claim 35, the method of claim 23, further comprising:
sending said message (Fig. 6).

Regarding claim 36, the method of claim 35, further comprising:
receiving said message (Fig. 6).

Claims “37-45; 46-54; 55-64; 65-72; 73-80; 81-88; 89-96” are substantially similar to claims 23-36 in scope and are therefore rejected according to the same rationale as cited above.

REMARKS

The applicant has moved the limitations from claim 99 into each independent claim and argued the rejection without new amendments.

The Applicant Argues:

The Ank reference and the Campbell reference fail to teach the limitation formerly in claim 99.

In response, the examiner respectfully submits:

The examiner has carefully reviewed the arguments but maintains the rejection because the combination of Ank in view of Campbell teaches the claimed invention.

On page 29 of the response, applicant begins to argue that neither Ank nor Campbell teach causing a customer relations management system to route an incoming customer support request as a work item to an agent using a message. The examiner respectfully submits that the Ank reference teaches the customer relations management system that uses messages to send data in between entities (col. 7, lines 1-17; col. 6, lines 41-55). Agents are used and communicated with as shown in Ank (col. 4, lines 62-65) in the information exchange.

The Ank reference fails to teach channel drivers. However the Campbell reference is relied upon to teach a communications server in which requests are received (Campbell: para 41) and causing the server to route requests as work items assigned to agents (para 80-82). Campbell uses an “agent mapper” and corresponding “workflow manager” and “schedule manager” using to map events (inbound call or Internet chat) interpreted to be requests to specific subscribers. Each of these entities governs how the agents are utilized to handle the request see the “resource matcher “is primarily responsible for routing contacts to agents or scheduling as in para 82 activities to agents. The examiner believes that the Campbell reference teaches the simplified limitation of routing messages through a server to agents based on channel drivers (connections, channels, mediums).

Conclusion

THIS ACTION IS MADE FINAL. Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

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Any inquiry concerning this communication or earlier communications from the examiner should be directed to Benjamin R. Bruckart whose telephone number is (571) 272-3982. The examiner can normally be reached on 9:00-5:30PM. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Jeff Pwu can be reached on (571) 272-6798. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

Benjamin R Bruckart
Examiner
Art Unit 2146

/Benjamin R Bruckart/
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/Jeffrey Pwu/
Supervisory Patent Examiner, Art Unit 2146